

Attorney's Docket No.: 4704.P020

Patent

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application of: Lurie

Application No. 10/021,877

Filed: 12/14/2001

For: AN APPARATUS AND  
METHOD FOR ONLINE ADVICE  
CUSTOMER RELATIONSHIP  
MANAGEMENT



Examiner: Not yet assigned

Art Unit: 2163

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Pursuant to 37 C.F.R. § 1.97, the submission of this Information Disclosure Statement is not to be construed as a representation that a search has been made and is not to be construed as an admission that the information cited in this statement is material to patentability.

Pursuant to 37 C.F.R. § 1.97, this Information Disclosure Statement is being submitted under one of the following (as indicated by an "X" to the left of

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  X   37 C.F.R. §1.97(b).

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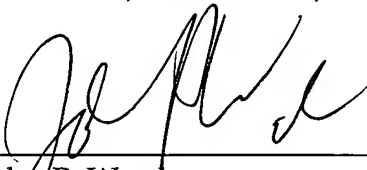
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If there are any additional charges, please charge Deposit Account No. 02-2666.

Respectfully submitted,

BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN LLP

Dated: 12/2/03

  
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Substitute for Form 1449/PTO

# INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(use as many sheets as necessary)



Complete if Known

Application Number	10/021,877
Filing Date	12/14/2001
First Named Inventor:	Lurie
Art Unit	2163
Examiner Name	Not yet assigned
Attorney Docket Number	4704.P020

Sheet

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of

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## U.S. PATENT DOCUMENTS

Examiner Initials*	Cite No. <sup>1</sup>	Document Number		Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code <sup>2</sup> (if known)				
		US-	6,404,864 B1	06-11-2002	Evslin, et al.	
		US-	6,310,941 B1	10-30-2001	Crutcher, et al.	
		US-	6,304,637 B1	10-16-2001	Mirashrafi, et al.	
		US-	6,298,056 B1	10-02-2001	Pendse	
		US-	6,212,192 B1	04-03-2001	Mirashrafi, et al.	
		US-	6,199,096 B1	03-06-2001	Mirashrafi, et al.	
		US-	6,144,670	11-07-2000	Sponaule, et al.	
		US-	5,987,102	11-16-1999	Elliott, et al.	
		US-	5,889,774	03-30-1999	Mirashrafi, et al.	
		US-	5,453,352	09-26-1995	Tachibana	
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## FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Document			Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T <sup>6</sup>
		Country Code <sup>3</sup>	Number <sup>4</sup>	Kind Code <sup>5</sup> (if known)				

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\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. <sup>1</sup>Applicant's unique citation designation number (optional). <sup>2</sup>See Kinds Codes of USPTO Patent Documents at [www.uspto.gov](http://www.uspto.gov) or MPEP 901.04. <sup>3</sup>Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup>For Japanese patent documents, the indication of the year of reign of the Emperor must precede the serial number of the patent document. <sup>5</sup>Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup>Applicant is to place a check mark here if English language translation is attached.

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